CAC Registration

NOTE: **Before** you get your new CAC, ensure that you know your AKO password. If you have to, log onto AKO with your CAC and reset your password.

Once you have your new CAC:

Log onto your computer with your new CAC. If you are unable to log on contact the help desk.

I. Make Certificates available to Windows through the ActivClient Middleware.

Once you are logged on double click on the ActivClient Agent Icon (Gray with a little blue portion, circled in red below) located in the lower right hand corner of your screen:
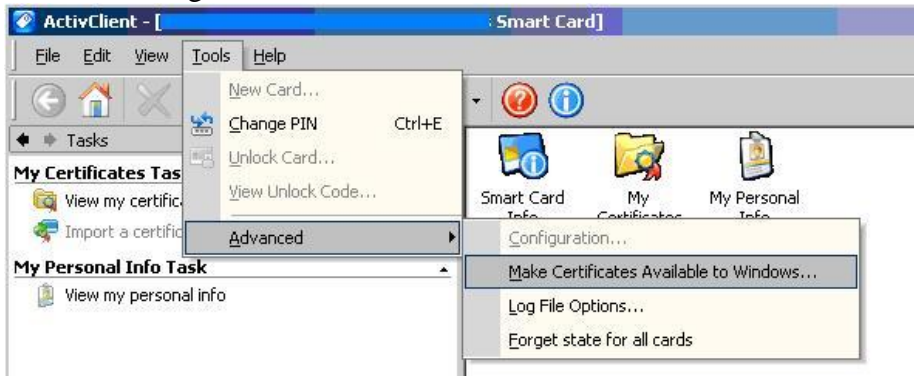

This will bring up the ActivClient window.
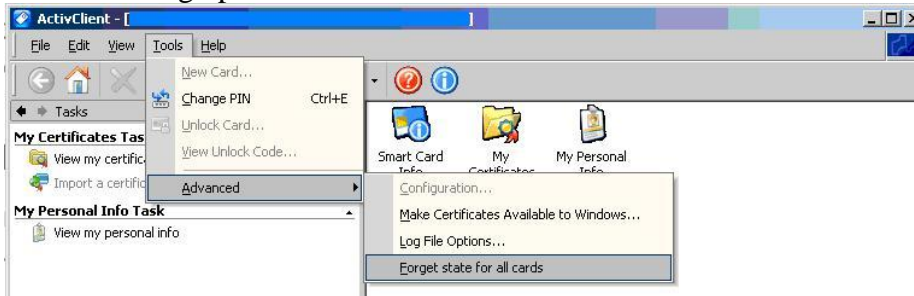
Go to Tools→ Advanced → Forget state for all cards

You will then go to Tools→ Advanced→ Make Certificates Available to Windows…

After you make the certificates available you will see this window (your name will appear three times, one for each certificate)…click OK.

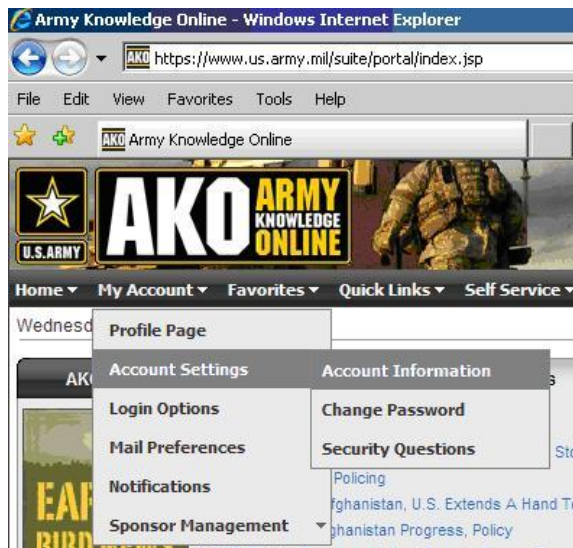
That completes the ActivClient portion.

II. Register Certificate with AKO

Log onto AKO with user ID and password. If you try to log on with CAC you may see this:
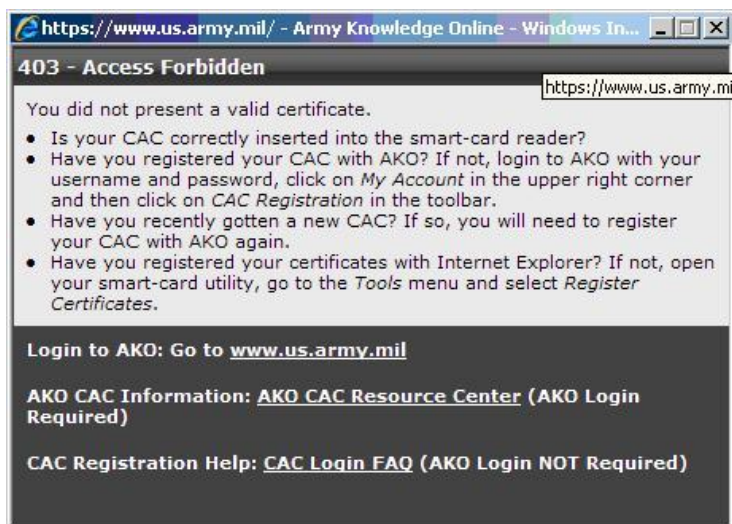
So, log on with AKO user ID and AKO password:

Once you are logged on to AKO go to
My Account→ Account Settings→
Account Information.

Click on CAC / Cert Registration. Then click on Clear Registered Information.

You will see the window stating that you have successfully cleared the certificate. You can now register the new certificate by clicking on Register (circled in red below).
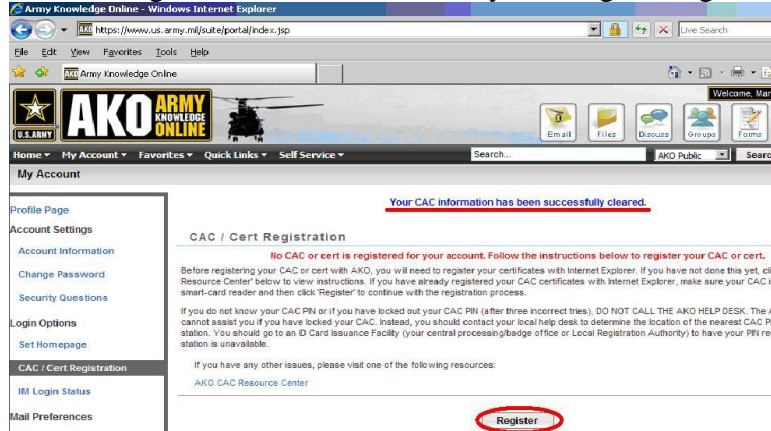
You will then be prompted for your AKO password. Enter that and click Register my Certificate.
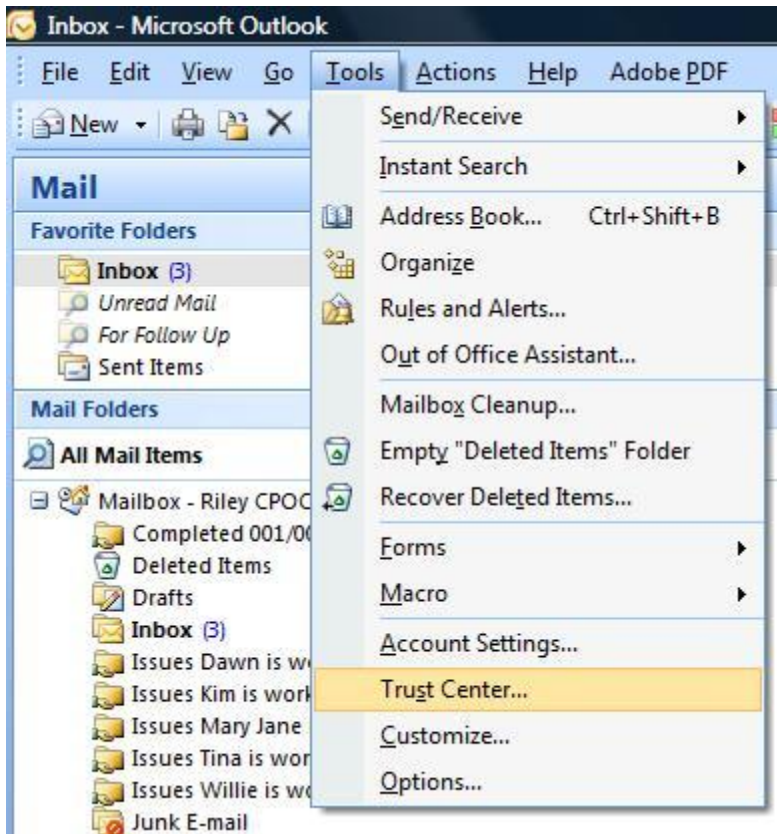

You will then see the following window. Printing this screen is not really required.
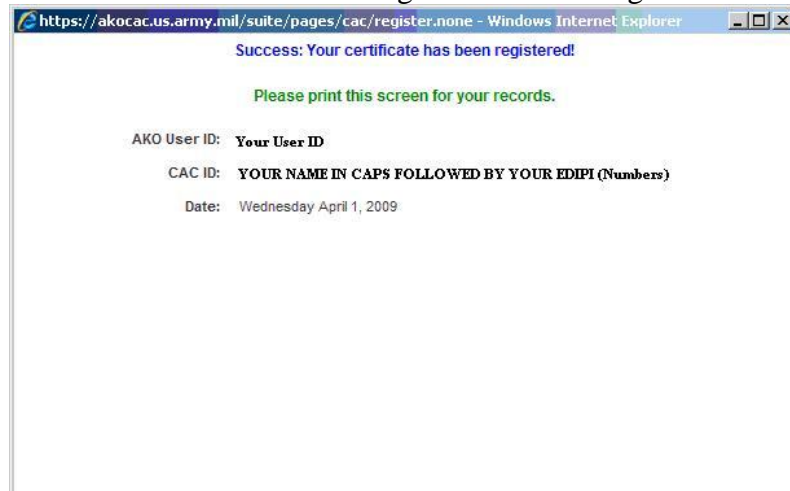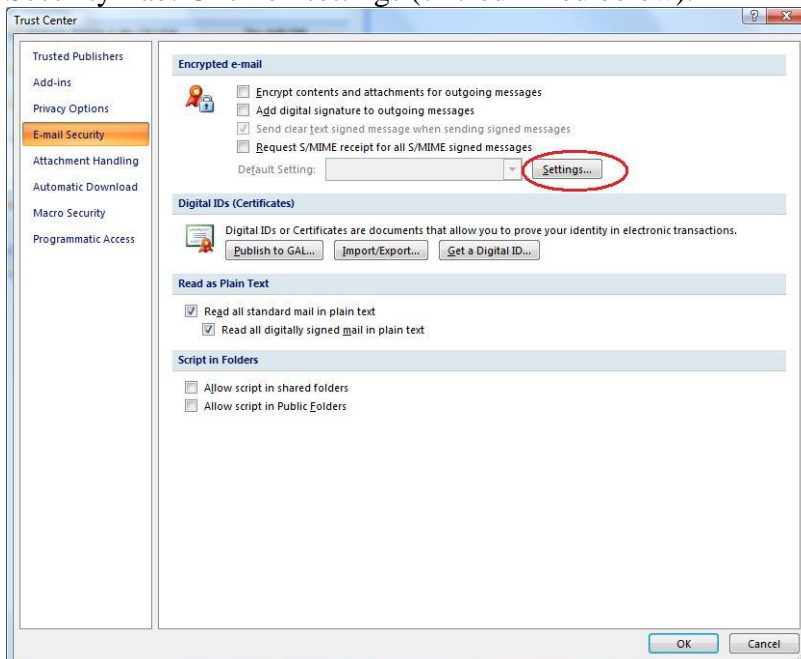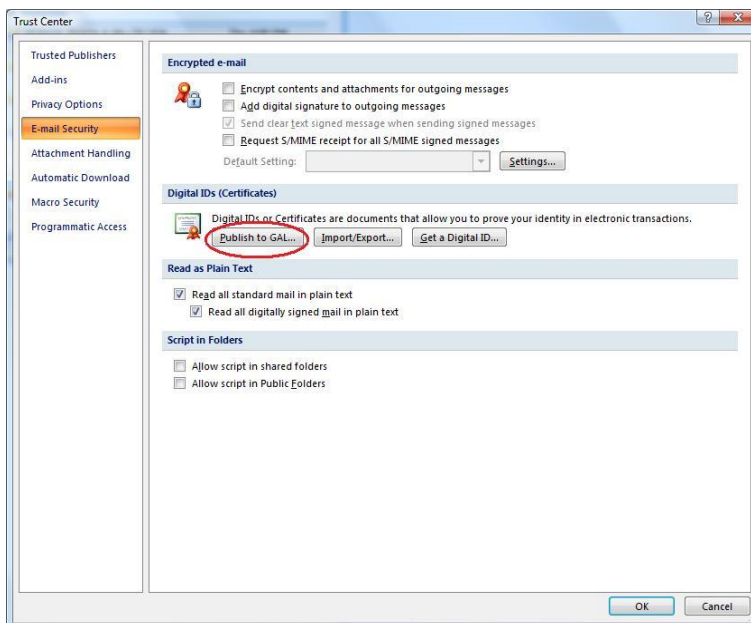
III. Register Certificates in Outlook (GAL).

The first part of this section is to remove the old certificates from the GAL.
In the Outlook client, go to Tools→ Trust Center
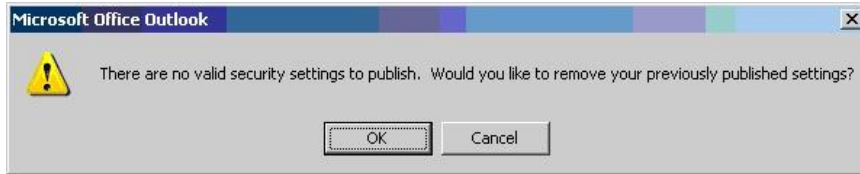

Security Tab: Click on settings (circled in red below).

Click on Delete. It will become grayed out and the boxes will be cleared. If not click on delete again, then click on OK.

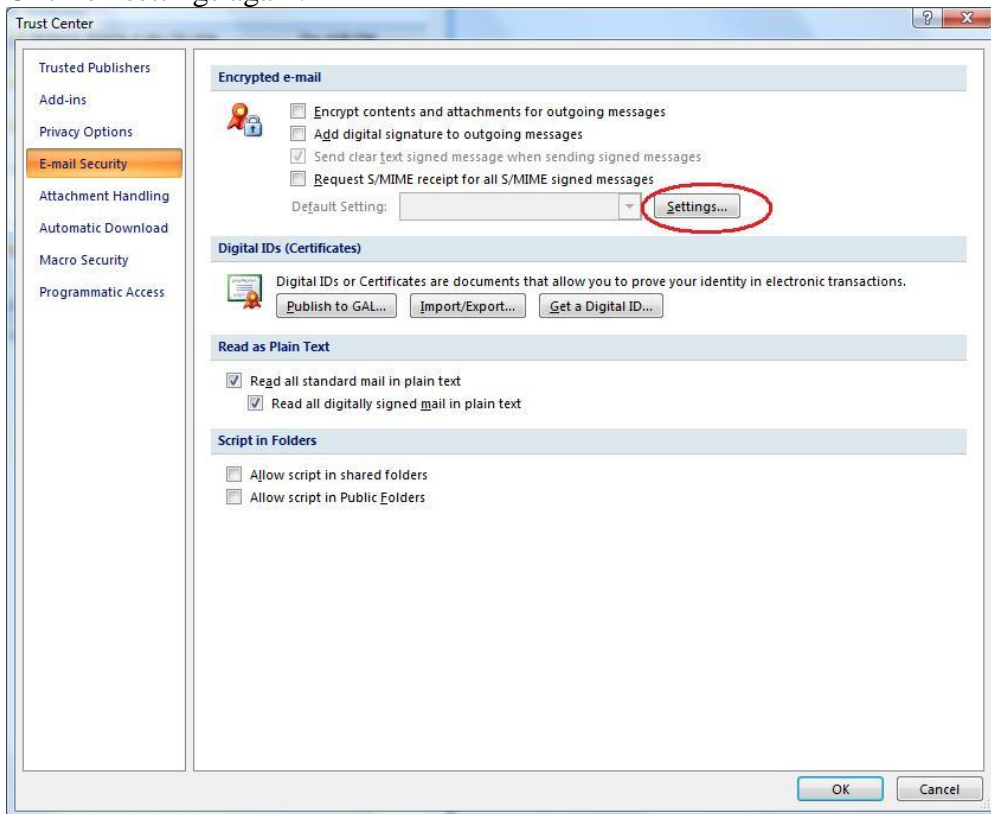Click on Publish to GAL…

You will see the following pop-up. Click OK.

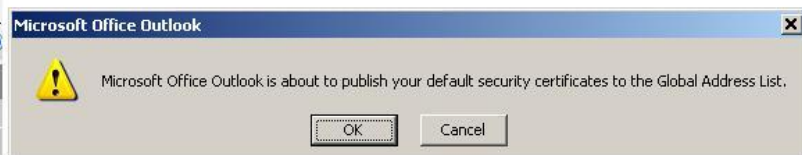You will then see one of the following pop-ups. Click OK.
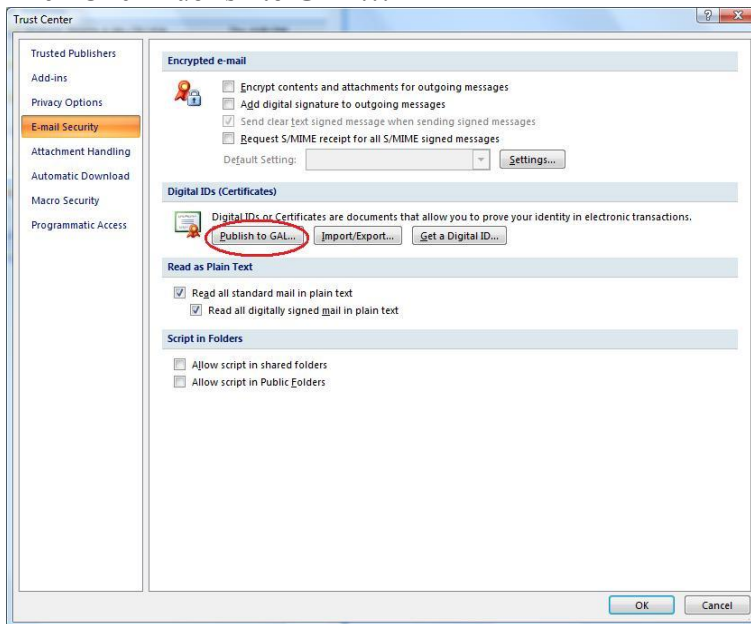
Click on settings again.

You will then see the boxes populated with your new certificate information. Verify all three check boxes are checked and Hash Algorithm is SHA1 and Encryption Algorithm is 3DES.
Click OK.

Then Click Publish to GAL…

You will see one of these two pop-ups. Click OK.

You should see one of these two pop-ups. Click OK.

IV. Remove old certificates from Internet Explorer.

Open a browser (Internet Explorer) go to Tools→ Internet Options.

Click on the Content Tab and then click Certificates (circled in red below).

You will see your certificates in this window and possibly those of others that have logged onto your machine. **DO NOT REMOVE THE CERTIFICATES WITH MIXED CASE LETTERS! If it contains lower case letters do not remove.** Highlight the old certificates (determine the old certificates by checking the expiration dates). Then remove the old certificates.